Tempe Public Library Borrower Privileges Policy

Approved by the Tempe Public Library Advisory Board May 07, 2014

I. GETTING A LIBRARY CARD

Tempe Public Library cards are free to all Maricopa County residents with identification and proof of residency using any of the following:

- Any state issued photo identification;
- Government issued passport;
- Military identification;
- Local school issued student identification;
- Alien Registration card;
- Employee identification card.

Cards are available to non-residents of Maricopa County for an annual fee of \$30. Applicants under age 16 require a parent or guardian present to obtain a card. Owners of Tempe businesses who reside outside Maricopa County may receive a free card with proof of business ownership. All cards are renewed annually with identification and proof of address.

II. CARD HOLDER RESPONSIBILITY

Cardholders accept full responsibility for all materials borrowed on their card and for all associated charges and will report a lost or stolen card or change of address. Cardholders agree to abide by library rules and regulations. Parents are responsible for all use of library cards by minors. A library user may have privileges temporarily suspended when the library has reason to believe a user has provided falsified or inaccurate information.

III. ITEMS & LOAN LIMITS

Cardholders may check out a maximum of 30 total items. Materials may be renewed up to three times unless a hold request exists.

Item	Maximum items out	Lending Period
Books	Up to 30	21 days
Audiobooks	Up to 30	21 days
DVDs	Up to 10	7 days
Music CDs	Up to 10	7 days
Bestseller Express	Up to 2	7 days
Interlibrary Loan	Varies	Varies
Materials		

All items must be returned to the Tempe Public Library, either inside the Library or through the outside drive-up book drop.

Library users may place reserves on items which are currently checked out, and on items which are on order. When a reserved item becomes available the user will be notified that the item is being held for them at the Library until a specified date. A library user may have no more than 20 outstanding hold requests at any one time. Bestseller Express, Culture Passes and non-circulating items may not be reserved.

IV. NOTIFICATIONS

All hold requests and reminder notifications will be sent by email or text message with landline message as options. It is the cardholders' responsibility to be sure the Library has correct contact information.

V. FEES AND FINES

Daily overdue fines are \$0.25 per item per day, up to a maximum of \$5.00 per item.

To ensure that no one library user accrues an excessively high fine, library users will have their borrowing privileges suspended when they have an item that is overdue by 21days or when their fines exceed \$10.00.

Library accounts which have one or more items 45 days overdue and a balance due of \$25.00 or more will be referred to a collection agency for further attempts to recover the materials or any balance owed. Accounts are referred to collection approximately four weeks after the replacement bill is sent. When an account is submitted to the collection agency, a non-refundable collection fee of \$20.00 is added to the account. Cardholders whose account is submitted to a collection agency must respond within 120 days or their accounts may be reported to a credit reporting agency. Any library user who has been referred to the collection agency will be denied further borrowing privileges until all delinquent materials are returned and/or all fines and fees are paid in full.

VI. DAMAGED AND LOST ITEMS

When an item has been lost or damaged beyond library use, the cardholder will be charged the original retail price. Exact copies (in good condition) of items lost or damaged are accepted in lieu of the retail price.

VII. CONFIDENTIALITY OF USER RECORDS

Pursuant to Arizona law (ARS §41-1354), the Tempe Public Library shall not disclose any record or information that identifies a user of library services as

requesting or obtaining specific materials or services or as otherwise using the Library. Records may be disclosed only under the following circumstances:

- A. If necessary for the reasonable operation of the Library, as determined by a member of the Library Management team.
- B. On the written consent of the library user.
- C. On receipt of a court order.
- D. If required by law.

Any person who knowingly violates this section is guilty of a class 3 misdemeanor.